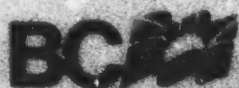


Annual Report 1983-84

Ministry of Human Resources

Services for People



Honourable Cross McCarthy
Minister of Human Resources

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Annual Report 1983-84

Ministry of Human Resources

Services for People



Honourable Grace McCarthy
Minister of Human Resources

Office of the Minister of Human Resources
Parliament Buildings,
Victoria, British Columbia

The Honourable Robert G. Rogers,
Lieutenant-Governor of the Province of British Columbia

MAY IT PLEASE YOUR HONOUR:

The Annual Report of the Ministry of Human Resources
for fiscal year 1983-84 is respectfully submitted.

GRACE McCARTHY,
Minister of Human Resources

Ministry of Human Resources,
Victoria, British Columbia

The Honourable Grace McCarthy,
Minister of Human Resources,
Victoria, British Columbia

Madam:

I have the honour to submit the Annual Report of the
Ministry of Human Resources for fiscal year 1983-84.

JOHN NOBLE,
Deputy Minister of Human Resources

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SECTION I

Financial Report

MINISTRY FINANCIAL DATA

Table 1
Expenditures of the Ministry by Major Program Classification, 1983-84
 (\$ millions).

Income Assistance and GAIN For Handicapped Benefits	\$ 781.6*	60.2%
Pharmacare	106.6	8.2
Direct Community Services	94.4	7.2
Family and Children's Services	84.6	6.5
Special Programs for Retarded	73.1*	5.6
Rehabilitation Services	69.0	5.3
Health Care and Dental Services	33.4	2.6
Services to Seniors	32.4	2.5
Administration	23.4	1.8
Renters' Tax Credit	0.5	0.1
TOTALS	\$1,299.0	100.0%

* The above figures include the following amounts which were charged to the Contingency Vote (39) in the Ministry of Finance: Income Assistance and GAIN for Handicapped Benefits, \$5.1; Special Programs for Retarded, \$0.6.

Detailed figures on ministry expenditures are available from Public Accounts, 1983-84, Volume 1, published by the Ministry of Finance.

Additional statistical, financial and program information is available in the Supplement to the Annual Report, 1983-84.

FEDERAL COST SHARING IN PROVINCIAL PROGRAMS

The Ministry of Human Resources provides a range of services to families, children, and people at a disadvantage because of age, handicap, or unemployment. The federal government contributes a significant share of the ministry's operating and program costs by agreement with the province under the Canada Assistance Plan (CAP) Act of April 1, 1966.

The CAP accounting office of the ministry's Finance Division is responsible for filing all claims for cost sharing under CAP. The province may claim up to 50 per cent of provincial expenditures on eligible income assistance and social services from the federal government.

The province alone is responsible for providing social programs. The federal government restricts the types of programs it supports. For example, the ministry provides Shelter Aid for Elderly Renters (SAFER) and Pharmacare to persons 65 years of age and over, but the federal government does not share in the cost because eligibility for these programs does not depend on need or likelihood of need.

During fiscal year 1983-84, ministry expenditures totaled \$1,299 million, of which \$1,038 million was eligible for cost sharing. The province received \$515 million from the federal government under CAP. This figure includes a payback of \$4 million as a result of over cost sharing in prior years.

All cost sharing under CAP is based on claims submitted by the Ministry of Human Resources. To ensure that full advantage is taken of cost-sharing provisions, the ministry has provided cost-sharing guidelines to other ministries in the province. In 1983-84, the CAP accounting office recovered \$28 million for other ministries' programs. In addition, \$0.6 million was received from the federal government and distributed to municipalities for CAP cost sharing of municipal grants to approved agencies.

The Department of Indian and Northern Affairs reimbursed the province for \$10.4 million spent on services to status Indians on reserves, including children-in-care, in 1983-84.

SECTION II

Administration and Organization

MINISTRY ADMINISTRATION AND ORGANIZATION

The Ministry of Human Resources provides many social service and income security programs, including income assistance, assistance to the handicapped and the elderly, child welfare services and residential services. Policy, priorities and program content for these services and programs are determined by government through legislation and through cabinet and ministerial direction.

The nature of ministry programs and functions requires a regionalized structure, assisted by a centralized core of tightly integrated program and support services. The regional, institutional, and headquarter levels are inter-related in a matrix-type organizational structure. Together, they work to decentralize decision making, where practical. The deputy minister and executive committee provide direction and control of the organization.

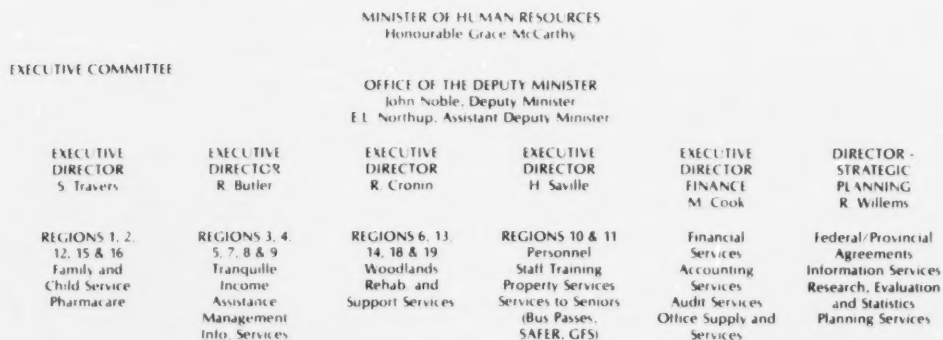
The deputy minister is responsible for ensuring that the ministry's policies, priorities, and program content, as determined by the government, are properly administered. Executive committee members advise the deputy minister on policy and administration, and assume overall responsibility for assigned programs and the delivery of all services in designated geographic regions of the province. Committee members include the deputy and assistant deputy minister,

five executive directors, and the director of strategic planning. Assignments to executive committee members in 1983-84 are shown on the organizational chart below.

As of March 31, 1984 there were five program divisions providing support to executive directors and to regional staff. These were Family and Children's Services, Income Assistance, Rehabilitation and Support Services, Services to Seniors, and Health Care. The major responsibilities of divisions included program planning, co-ordination and monitoring, policy development and documentation, and consultative services for regional staff on policy, practice and procedural questions.

The Office of the Comptroller provides support services to the organization in accounting and office administration. Other central support divisions are Personnel and Staff Training, Audit Services, Management Information Services, and Strategic Planning Branch which includes Information Services, Federal-Provincial Agreements, and Research, Evaluation and Statistics.

Figure 1
Ministry of Human Resources
Organizational Chart, March 1984



SERVICE DELIVERY SYSTEM

The ministry's programs are delivered through local district offices, under the direction of district supervisors. District offices are located in all larger communities and within relatively easy commuting distance of smaller communities. Offices are located and staffed to serve a particular neighbourhood or area.

The province has been divided into management regions, each under the direction of a regional manager. Regional managers are accountable for delivery of social services and income assistance programs within their regions. Their responsibilities are to ensure quality service is delivered, according to established policy. Regional managers have significant autonomy in managing staff, deploying resources, reviewing and approving contractual services, recommending grants to community agencies, and approving services in exceptional situations. Their responsibilities also include monitoring services and expenditures, co-ordinating regional personnel and staff training activities, formulating budgets, and handling public enquiries and client appeals.

The ministry's 19 regions and district offices are:

- Region 1: Vancouver East (6 offices).
- Region 2: Vancouver Burrard (9 offices).
- Region 3: Okanagan (headquarters in Vernon); offices in Grand Forks, Kelowna (2 offices), Oliver, Penticton (2 offices), Vernon (2 offices), Westbank, and Winfield.
- Region 4: Kootenays (headquarters in Nelson); offices in Castlegar, Cranbrook, Creston, Fernie, Invermere, Kimberley, Nelson, New Denver, Trail, and Sparwood.
- Region 5: Prince George/Cariboo (headquarters in Prince George); offices in Fort St. James, MacKenzie, Prince George (5 offices), Quesnel, Vanderhoof, Valemount and Williams Lake.
- Region 6: Fraser Valley (headquarters in Abbotsford); offices in Abbotsford, Aldergrove, Chilliwack (2 offices),

Clearbrook, Hope, Langley, and Mission.

- Region 7: Prince Rupert/Bulkley Valley (headquarters in Terrace); offices in Burns Lake, Granisle, Hazelton, Houston, Kitimat, Massett, Prince Rupert, Queen Charlotte City, Smithers and Terrace.
- Region 8: North and South Peace River (headquarters in Dawson Creek); offices in Cassiar, Chetwynd, Dawson Creek, Fort Nelson, Fort St. John and Tumbler Ridge.
- Region 9: Kamloops Mainline (headquarters in Kamloops); offices in Ashcroft, Clearwater, Golden, Kamloops (3 offices), Lillooet, Merritt, Princeton, Revelstock, Salmon Arm and 100 Mile House.
- Region 10: Vancouver Island North of Malahat (headquarters in Duncan); offices in Campbell River (2 offices), Courtenay (2 offices), Duncan (2 offices), Nanaimo (3 offices), Parksville, Port Alberni and Port Hardy.
- Region 11: Victoria and area (11 offices).
- Region 12: Fraser South (headquarters in Delta); offices in Delta (2 offices), and Richmond (2 offices).
- Region 13: Fraser North (headquarters in New Westminster); offices in Burnaby (5 offices), and New Westminster (3 offices).
- Region 14: North Shore/Sunshine Coast (headquarters in North Vancouver); offices in Bella Coola, North Vancouver (3 offices), Powell River, Sechelt, Squamish and West Vancouver.
- Region 15: Downtown Strathcona (7 offices).
- Region 16: Vancouver South (9 offices).
- Region 17: Vancouver West (6 offices).
- Region 18: Surrey, offices in Bridgeview, Cloverdale, Guildford, Newton, Whalley and White Rock.
- Region 19: Coquitlam/Maple Ridge (headquarters in Coquitlam); offices in Maple Ridge (2 offices), Port Coquitlam (3 offices) and Port Moody.

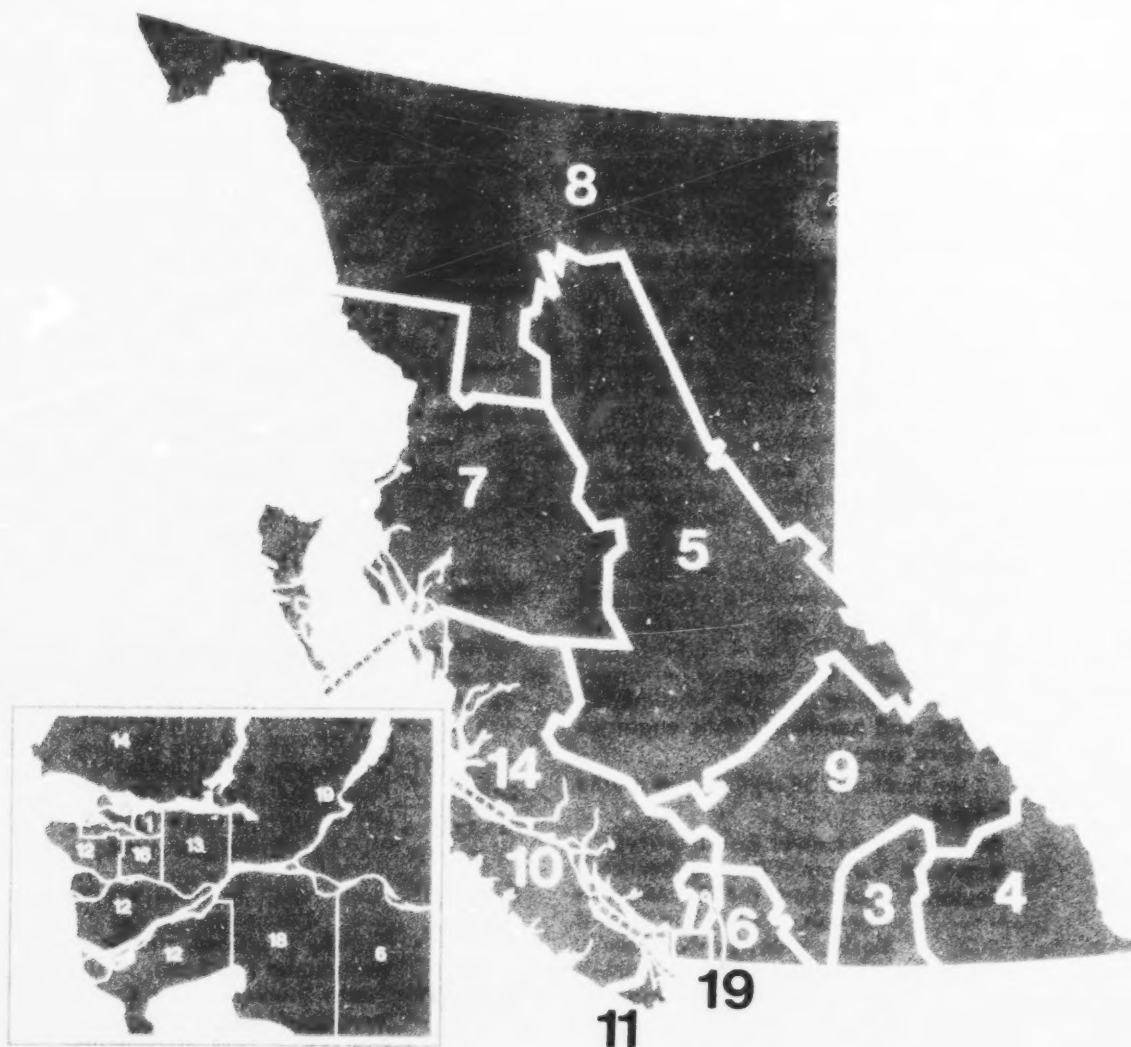


Figure 2
Ministry of Human Resources Regional Map showing boundaries effective March 31, 1984

- | | |
|--|---------------------------------------|
| Region 1: Vancouver East | Region 11: Victoria and Area |
| Region 2: Vancouver Burrard | Region 12: Fraser South |
| Region 3: Okanagan | Region 13: Fraser North |
| Region 4: Kootenays | Region 14: North Shore/Sunshine Coast |
| Region 5: Prince George/Cariboo | Region 15: Downtown Strathcona |
| Region 6: Fraser Valley | Region 16: Vancouver South |
| Region 7: Prince Rupert/Bulkley Valley | Region 17: Vancouver West |
| Region 8: North and South Peace River | Region 18: Surrey |
| Region 9: Kamloops Mainline | Region 19: Coquitlam/Maple Ridge |
| Region 10: Vancouver Island North of Malahat | |

FINANCIAL SERVICES

The Finance Division, under the overall direction of the Executive Director for Finance, directs and controls all financial and accounting functions in the ministry.

In fulfilling this responsibility, the division develops and establishes financial policies and procedures, provides support in the budget process to program staff and senior officials, processes payments for ministry programs and prepares revenue claims under the Canada Assistance Plan (CAP).

During 1983-84, the division accomplished four major tasks. For the first time, the ministry went to tender for the audit of the current CAP claim. The division initiated a study to address the feasibility of electronic funds transfer for some income assistance payments. Plans were completed for the introduction of the new financial information and control system, which was scheduled for implementation on April 1, 1984. Finally, the ministry established an executive financial controls committee to set priorities for addressing identified control issues and to ensure appropriate action is taken.

MANAGEMENT INFORMATION SERVICES

Management Information Services Division (MISD) develops and manages the operation of all data processing systems within the ministry. The division helps management and staff identify and formulate their needs to ensure effective delivery of ministry programs. MISD also co-ordinates activities with the British Columbia Systems Corporation, which provides equipment, specialized technical expertise, and direct services.

The requirements of the Financial Administration Act and the Systems Act are of particular importance to this division.

During 1983-84, the division continued to develop a comprehensive management information system for Guaranteed Available Income for Need (GAIN). The system includes an electronic central registry which will index all ministry cases, streamline the child-in-care programs, and develop a financial control system.

OFFICE SUPPLY AND SERVICES

Office Supply and Services Division provides a variety of support services to the ministry, including co-ordinating the purchase of supplies and equipment, co-ordinating communications and micro-filming services, providing mail services within the ministry, and printing and distributing ministry directives, policy manuals, forms and training materials.

The division has its main office in Victoria with a branch in Vancouver which, in addition to providing these services, also maintains a stock of Queen's Printer catalogue items for distribution to the ministry's Vancouver offices.

AUDIT SERVICES

Under the authority of the GAIN Act (Section 23), Audit Services Division audits ministry operations and systems to evaluate the adequacy and effectiveness of internal control systems, and to determine whether policy is correctly and uniformly administered throughout the ministry. These audits are planned, co-ordinated and executed on a cyclical basis to help achieve ministry operational goals.

Audit Services Division is responsible directly to the office of the deputy minister. This organizational structure assures that audit findings and recommendations will be considered and followed up at the highest management level. It also allows the degree of independence needed to achieve audit objectives. Audit appraisal activities are co-ordinated through an audit committee which provides a direct link with the ministry executive committee. The audit committee is structured to endorse and support the activities of the Audit Services Division and to promote a high degree of interest in establishing and maintaining good systems of internal control.

Table 2
Audits Completed, 1983-84

Ministry Regional Offices	8
Ministry District Offices	41
Nonprofit Organizations funded by the Ministry	9

STRATEGIC PLANNING BRANCH

Research and economic analysis, planning analysis and co-ordination of medium- and long-range planning, and advice concerning cost-sharing arrangements and inter-governmental program interaction are the major concerns of the Strategic Planning Branch. The director of the branch reports to the office of the deputy minister and serves as a member of executive committee.

Divisions of the branch include Planning Services; Research, Evaluation and Statistics; Federal-Provincial Agreements; and Information Services. Each division's activities are outlined individually.

PLANNING SERVICES

Planning Services provides consultation and recommendations on social service planning to executive staff, and regional, divisional and institutional managers. Planning Services provides support for the development of new programs and processes, and analysis, co-ordination, monitoring, and evaluation of existing and proposed programs.

During 1983-84, the Planning Services section worked on a variety of projects and assignments, including the development of an internal information management system, a staff allocation data base, and a provincial planning process. It also provided staff support to several senior planning committees.

RESEARCH, EVALUATION AND STATISTICS

The Research, Evaluation and Statistics Division develops and maintains statistics for program monitoring, supports policy development, evaluates programs, researches issues of importance to the ministry, and provides consultation to senior staff. The division's scope of responsibility includes all ministry programs. Procedures and systems to support the variety of programs are being expanded.

During 1983-84, the division continued to develop computer-based data and statistics for program monitoring, policy development, evaluation, and research. Information systems for the GAIN for Seniors Supplement, Shelter Aid for

Elderly Renters (SAFER), and Bus Pass programs were developed during the fiscal year.

As well, the division developed new monthly Services to Seniors program-monitoring reports and completed the project to automate the remaining GAIN manual field statistics.

In addition to regular monthly program monitoring reports, the division produced 20 monthly program statistical reports. The division continued to produce information on a special request basis for ministry management. Finally, thirteen special studies in the four major program areas were completed in 1983-84.

INFORMATION SERVICES

Information Services provides information about the ministry's programs and services to the public, the media and special interest groups. The division co-ordinates release of information to the media, develops and distributes material to help field staff with their community education work, and provides planning and technical support to the ministry's executive in the area of public relations and information release.

During 1983-84, the division underwent a major restructuring with the provincial centralization of certain information functions under Government Information Services. Information Services now relies on the centralized Government Information Services for technical assistance in the development and production of publications. The division continues to research and draft press releases, articles and pamphlets; plan communication strategies on ministry initiatives; respond to inquiries; and support field and headquarters staff in their communication needs.

Major activities in the division during 1983-84 included the release of a new television announcement on the ministry's Helpline for Children and the development and production of publications on adoption, foster care, day care and services for seniors.

PERSONNEL AND STAFF TRAINING

Personnel Division provides a full range of services under the statutory authority of the Public Service Act and the Public Service Labour Relations Act. Specific policies and procedures related to the statutory authority are set by the Ministry of the Provincial Secretary and Ministry of Human Resources executive. Other statutory authorities relating to personnel service delivery include Labour Code, Workers Compensation Act, Factory Act, Employment Standards Act, and the Human Rights Act.

Personnel provides support in areas of recruitment, selection and training; classification and organization; labour relations; occupational health and safety; employee benefits administration; and maintains ministry personnel information.

As of March 31, 1984 there were 5,445 full-time equivalent positions in the ministry. These full-time equivalent positions included 3,310 assigned to field services, 1,663 assigned to institutions and 472 assigned to headquarters. The field services positions are primarily social workers, financial assistance workers, rehabilitation officers and administrative support staff. Institutional positions include nurses, health care workers and other staff required to ensure the operation of a residential facility on a 24-hour basis. Headquarters positions include senior administration and program, divisional and staff support positions.

Table 3
Personnel Activities, 1983-84

Vacancies Filled	230
Promotions	21
Reclassifications	231
Resignations	689
Transfers (non-promotional movement of staff)	105

COMMUNITY HUMAN RESOURCES AND HEALTH CENTRES

Three Community Human Resources and Health Centres in Granisle, James Bay in Victoria and on the Queen Charlotte Islands provide social services, public health nursing, mental health programs and primary medical care. The centres are jointly funded by the Ministry of Human Resources and the Ministry of Health.

Elected citizen boards administer programs and provide services in co-ordination with both ministries.

Table 4
Ministry of Human Resources' Expenditures for Community Human Resources and Health Centres, 1983-84

Granisle	\$ 72,912
Queen Charlotte Islands	147,840
Victoria (James Bay)	181,972

BRITISH COLUMBIA COUNCIL FOR THE FAMILY

The British Columbia Council for the Family is a nonprofit organization, first incorporated in March, 1977, and operates under the Society Act of British Columbia. The board of directors consists of twenty appointed members representing major political, religious, ethnic and other provincial organizations, and twenty elected members.

The council functions as a forum through which representatives of communities throughout the province may communicate their concerns about family needs and prepare plans and projects to meet these needs. The council also stimulates and facilitates self-help projects that support and strengthen families, and in association with local, provincial, national or international groups, furthers public knowledge and promotes public concern about the well-being of the family.

The Ministry of Human Resources supports the work of the British Columbia Council for the Family by providing funds for office space and salaries for a director and secretary. The council raises funds through memberships, donations, grants for program development, and other activities. In 1983-84, the ministry grant to the council was \$60,210, while the council raised \$24,383 for a total expenditure of \$84,593.

LOWER MAINLAND SPECIAL SERVICES

Lower Mainland Special Services provides a variety of specialized support services to Vancouver and the Lower Mainland areas. Province-wide support to regional and district offices is also provided through the

Helpline for Children. Staff of the special services teams complement the services available through ministry district offices by providing consultation to ministry staff.

The Family and Child Service Act, the GAIN Act, the Child Paternity and Support Act, and the Family Relations Act supply the statutory authority for Lower Mainland Special Services.

In line with government direction, some services of the Lower Mainland Special Services were eliminated during 1983-84. The ministry's core statutory services delivered by Lower Mainland Special Services were not affected. These services are the Helpline for Children and the three after-hour emergency service teams.

An average of 970 calls were received per month by the Helpline in 1983-84. Expenditures for Lower Mainland Special Services were \$3,115,152.

SECTION III

**Family and
Children's Services**

INTRODUCTION TO PROGRAMS AND SERVICES

Family and Children's Services programs provide a range of services designed to support the integrity of the family unit. Where children are in need of protection in their own homes or elsewhere, however, the Superintendent of Family and Child Service is obligated by law to intervene on their behalf.

The statutory authorities under which these services are provided are the Family and Child Service Act, the Guaranteed Available Income for Need (GAIN) Act, the Adoption Act, the Child Paternity and Support Act, and the Family Relations Act.

The program areas include family support, child care, child protection, child paternity and support services, and adoption.

FAMILY SUPPORT SERVICES

The goals of family support services are to enable children to remain within their own families and communities, and to encourage independent functioning.

Family support programs include Special Services to Children, Family Support Homemakers, Rehabilitation Resources, and the Chance program. These programs are provided under the statutory authority of the GAIN Act, Section 2, subsection (1).

Special Services to Children

This program helps families care for children with exceptional physical, social, or behavioural needs, and enables these children to remain in their own homes and communities.

The ministry purchases services from private community societies employing child care workers with skills appropriate for helping families with special needs. Services may include counselling and other services designed to support families in caring for children with exceptional physical, social or behavioural needs. This flexible program, which is available throughout the province, offers services for a wide variety of short-term problems.

In 1983-84, the ministry served an average of 1,416 families each month; program expenditures were \$6,437,266.

Family Support Homemakers

The Family Support Homemakers program provides temporary support and relief to individuals and families in order to maintain or restore their independent functioning in the community.

The services of trained homemakers are provided to families faced with temporary difficulties. Homemakers undertake a range of services, including child care, household management, services to mentally retarded adults, and relief to parents of handicapped children. Homemaker services are purchased from nonprofit and proprietary agencies. Agency rates are established by the Ministry of Health. The service is income-tested, and families may be required to contribute to the cost of the service, depending upon the family income.

In 1983-84, the ministry served an average of 1,264 families each month. Gross expenditures for homemakers services purchased from agencies were \$4,043,765.

Children's Rehabilitation Resources

Rehabilitation resources operate in a school setting. Their purpose is to enable children or youth who are experiencing great difficulty at school for social or emotional reasons, or who have dropped out of school, acquire basic skills so they can either re-enter the regular school system or proceed to further training or employment.

Rehabilitation programs are funded jointly by the Ministry of Human Resources, the Ministry of Education, and local school districts. The Ministry of Human Resources purchases the services of child care workers from private societies and provides some funding for program expenses, while the Ministry of Education and local school districts provide facilities and teaching staff. Child care workers assist with behaviour management and provide counselling for students and their families.

During 1983-84, the ministry arranged with the Vancouver School Board for the provision of 17 alternate secondary school programs in Vancouver. These programs were previously operated by ministry staff.

In 1983-84, expenditures for contracted rehabilitation resources for 145 programs were \$4,712,683.

Chance

The Chance program provides services to mentally and physically handicapped children in the school setting. Services are provided by personal attendants to children who require assistance in the classroom with such activities as eating, moving around, going to the washroom and taking medication.

Chance was implemented in 1979 as a result of the joint efforts of the Ministries of Human Resources, Education, and Health. This followed the establishment in 1978 of policy by the Ministry of Education regarding the education of handicapped children. The objective of the program is to help children with severe mental and/or physical handicaps to gain basic academic and social skills in the school setting. The services of 371 personal attendants for 1,339 children were purchased by contract from school districts by the Ministry of Human Resources.

In 1983-84, expenditures for the Chance program were \$4,865,244.

CHILD CARE SERVICES

Child Protection Services

Protective services are provided under the Family and Child Service Act. While there were no major changes in the Child Protection Services program during the past year, a number of cases brought before the Supreme Court and the Court of Appeal resulted in a further clarification of the scope and intent of the Family and Child Service Act.

A Ministry of Human Resources committee fully reviewed the Young Offenders Act which passed third reading in the Federal Legislature during the fall of 1983, and submitted a report to the minister on implications which might have impact on the ministry's services to families and children. A considerable amount of time was spent in consultation with the Ministry of Attorney General and other ministries to ensure policy would be ready for the proclamation of this act.

The ministry, with the help of lawyers appointed by the Ministry of Attorney General, provided training workshops in court proceedings and gathering evidence to prepare new workers for their responsibilities in the provincial courts of British Columbia under the Family and Child

Service Act and related statutes.

During 1983-84, the ministry dealt with 1,751 substantiated cases of child abuse.

Child Paternity and Support Services

The mandate for this program is provided by the Child Paternity and Support Act. The program assists the mother of a child born out of wedlock to obtain maintenance from the father to support the child.

Counselling services are offered to both mothers and fathers of children born out of wedlock. Legal counsel is provided, when necessary, to represent mothers in court and to assist in reaching agreements between the mother, the father and the superintendent for continuing maintenance or a lump sum settlement. Assistance may also be provided to mothers, when necessary, to enforce court orders or to apply to vary court orders when this is appropriate.

Total receipts obtained from fathers under the provisions of the Child Paternity and Support Act between April 1, 1983 and March 31, 1984 amounted to \$786,391.

SERVICES FOR CHILDREN-IN-CARE

Services for children-in-care are provided under the mandates of the Family and Child Service Act and the GAIN Act. When it is not possible for a child to remain in his own home, he may be admitted to the care of the Superintendent of Family and Child Service through a voluntary agreement between the parents and the superintendent or be committed to the care of the superintendent through a court order.

Children whose parents are deceased and for whom no guardian has been named in a will come into the care of the superintendent through the provisions of the Family Relations Act.

Once a child is in care, the ministry's objective is to facilitate the child's return to his parents. When this is not possible, the ministry looks for an alternate permanent home for the child, preferably an adoptive home, a foster or group home, or a specialized resource or independent living arrangement for the older adolescent.

During 1983-84, a total of 5,440 children were admitted to care and 5,991 children were discharged from care. The

number of children-in-care during the fiscal year was 13,679. As of March 31, 1984, there were 7,688 children-in-care.

Foster Homes

During 1983-84, foster parents cared for 55 per cent of all children-in-care. As of March 31, 1984, there were 4,181 children in foster homes. The 1983-84 expenditures for the program were \$21,693,758. Foster care in a family setting remains one of the best residential care resources for children requiring substitute temporary care. Foster families play a major role in assisting ministry staff to return children to their natural families.

The ministry funds the British Columbia Federation of Foster Parents to provide support and training programs for all foster families in hundreds of communities. The federation works co-operatively with the ministry, other agencies and regional colleges to develop foster care training programs and materials. In 1983-84, the ministry grant to the federation was \$207,463. Grants to regional foster groups in 1983-84 totaled \$50,311.

Specialized Resources for Children

The ministry contracts with specific child care resources to provide care and treatment for children with special needs and difficulties who cannot be cared for in a foster home. The goal is to return children home or to less intensive resources in the community. There are seven types of contracted resources available.

Respite Resources

A respite home offers relief to parents caring for a handicapped child. These resources may be individualized for a certain child or may serve many families in a community.

Receiving and Assessment Resources and Bed Subsidy Homes

These resources provide guaranteed bed space for two to six children who require emergency placement. Some resources also provide assessment and recommendations in planning for individual children.

Group Homes

Group homes serve three to eight children and operate on either a houseparent or staffed model. Group homes provide programs to help children overcome obstacles to their growth and development. They also provide family counselling and support services to children's parents, when appropriate.

Special Care Homes

This program provides specialized care and treatment in a family setting for one or two severely handicapped or disturbed children.

Specialized Residential Resources

These resources are staffed by child care workers and offer a variety of programs for children who are emotionally disturbed or handicapped. The programs range from training homes for autistic children to resources for adolescents.

Specialized Non-Residential Resources

These resources offer a variety of day programs and outreach services to children and their families. The services provided include counselling and work-readiness preparation, as well as training in those parenting skills necessary to maintain a child with special needs in his own home or a foster home.

Intensive Child Care Resources (ICCR)

The need for very specialized multi-disciplinary planning for a small number of severely disturbed children in the province has been recognized. These children are not able to benefit from any other services or resources provided through the Ministries of Attorney General, Human Resources, Education and Health. The Ministry of Human Resources participates in the co-ordination of inter-ministry case planning and, where it is necessary, provides the residential component of the service to the child.

The range of residential care available to children-in-care enables ministry staff to place children in appropriate resources close to their families and home communities.

During 1983-84, the ministry transferred 21 ministry-operated child care resources to societies or private caregivers. Expenditures on residential resources for children in 1983-84 were \$49,724,126.

ADOPTION SERVICES

The Adoption program operates under the statutory authority of the Adoption Act. Its objective is to provide a permanent home for children whose parents are unable or unwilling to care for them, and to place such children with approved adopting families. To ensure that the child's best interests are served, ministry staff study and approve prospective adopting families. These approved families are registered with a central registry in Victoria and children who are available for adoption are then placed with selected adopting parents.

Once the six month legal probationary period is passed, the Superintendent of Family and Child Service provides the Supreme Court with a report which includes a recommendation respecting the granting of an adoption order. The superintendent is also required to conduct inquiries into privately arranged adoptions, to report the results of his inquiry to the Court and recommend for or against the granting of an adoption order. Post-adoption services provide non-identifying background and medical information from closed adoption files to adult adoptees at their request.

In 1983-84, the ministry placed 192 healthy Caucasian infants for adoption and 264 children with special needs for a total of 456 adoption placements. As of March 31, 1984, the ministry had 731 approved adoption homes available for placements.



SECTION IV

**Rehabilitation and
Support Services**

INTRODUCTION TO PROGRAMS AND SERVICES

Rehabilitation and Support Services Division programs are provided under the authority of the Guaranteed Available Income for Need (GAIN) Act. The division's objective is to develop ways to assist individuals or families increase their potential and become as independent as possible.

Programs and services include adult rehabilitation, day care, infant development programs, achievement centres, teaching self-help skills, adult residential programs, institutional care, community placement planning and community projects funding.

ADULT REHABILITATION

Adult Rehabilitation encourages income assistance clients to identify barriers keeping them from employment and to develop an individual opportunity plan which outlines steps they may take to remove those barriers. To help a recipient as much as possible, the Ministry of Human Resources provides ongoing programs a client may participate in as part of an individual opportunity plan. During 1983-84, an average of 7,288 clients per month participated in individual opportunity plans.

Incentive Allowance for Employment Program

The objective of the Incentive Allowance for Employment program is to provide a part-time volunteer work experience to assist an income assistance recipient to prepare for entry into the employment market.

This program operates under the statutory authority of the GAIN Act (section 10) and GAIN Regulations (section 14).

Participants in the incentive program may receive supervision and instruction in nonprofit or private agencies, in federal, provincial or municipal government offices, or in private sector businesses. In addition to basic income assistance, the ministry provides an allowance of \$50 for a single person and \$100 for an individual with dependents to cover program-related expenses. Clients may participate in the incentive program for up to one year.

An average of 752 clients a month participated in the incentive program. Expenditures on the program in 1983-84 were \$606,956.

Education, Vocational and Rehabilitative Services

Education, Vocational and Rehabilitative services operate under the statutory authority of the GAIN Act (section 10) and GAIN Regulations (section 13).

This program provides the payment of costs related to educational, vocational or rehabilitation programs designed to prepare the income assistance recipient for employment. In addition to basic income assistance, cost of the educational program plus an allowance for extra expenses may be provided where other financial assistance is not available. During 1983-84, an average of 6,048 clients per month received assistance with education and training. Expenditures on Training and Education Allowances in 1983-84 were \$2,671,240.

Job Action

Job Action operates under the statutory authority of the GAIN Act (section 10) and GAIN Regulations (section 16).

Through simulated interviews, class and individual participation, peer support, and use of audio-visual feedback, the Job Action program assisted approximately 2,400 income assistance recipients develop job-finding skills in 1983-84.

In addition to regular income assistance, participants receive an allowance of \$50 per week to a maximum of \$150 for program-related expenses.

During the 1983-84 fiscal year, the Job Action program continued to expand throughout British Columbia. The actual delivery of the program varied throughout the province, depending on the needs of particular areas. Regional managers had the option of operating the program with ministry personnel, or contracting the program from individuals or colleges within their communities.

In 1983-84, the ministry contracted for 14 programs in addition to ministry-operated programs. Expenditures for Job Action in 1983-84 were \$165,995.

Work Activity

The four Work Activity projects operating in British Columbia are located in Vancouver, Victoria, which has two projects, and Surrey. They operate under the GAIN Act (section 10) and GAIN Regulations (section 16, (1)).

Work Activity projects enhance the opportunity to obtain employment for those income assistance clients who have special needs and who are not able to benefit from other available training programs. Work Activity projects combine life-skills training, educational upgrading, counselling and work experiences into intensive employment preparation programs.

An average of 54 clients a month participated in Work Activity projects in 1983-84. Expenditures in 1983-84 were \$611,735.

Assistance to Employment

Under the GAIN Act (section 2) and GAIN Regulations (section 12), financial assistance for essential job-related expenses may be authorized to encourage income assistance recipients to explore realistic employment opportunities. Funds may be provided for essential clothing and transportation or moving costs to a confirmed job when financial aid is not available from any other source. Expenditures on the program in 1983-84 were \$692,753. An average of 145 clients a month received assistance through this program.

Community Involvement

The objective of the Community Involvement program is to provide unemployable income assistance recipients with the opportunity to volunteer at nonprofit agencies and organizations. The program benefits both the volunteer and the community agency. In addition to basic income assistance, program participants receive an allowance of \$50 per month to cover extra expenses.

During 1983-84, the decision was made to replace Community Involvement with a new program to be called Employment Initiatives for the Handicapped.

The program operates under the statutory authority of the GAIN Act (section 2) and GAIN Regulations (section 15). Expenditures in 1983-84 on Community Involvement were \$1,029,459.

Youth Incentive

The objective of the Youth Incentive program is to provide young people, aged 15 to 18, who lack self-confidence, motivation or good work habits, with an opportunity to enhance their employment-related skills, self-concept and attitude. The program operates under the statutory authority of the GAIN Act (section 2).

Based in Vancouver only, the Youth Incentive program provides eligible youths with an allowance of \$50 per month to cover program-related expenses for 25 hours of volunteer work. Placements may be made in nonprofit agencies and organizations, or private sector businesses, for six month periods. Expenditures for Youth Incentive in 1983-84 were \$43,699.

Ministry of Labour/Ministry of Human Resources Joint Training Assistance

Operating under the Apprenticeship Act, the Ministry of Labour/Ministry of Human Resources Joint Training Assistance program provides an opportunity for people receiving income assistance to develop skills on the job which will assist them in entering the work force. As well, the program contributes to the social and economic development of the province by creating employment opportunities.

Employers receive a wage subsidy from the Ministry of Labour when they provide a training opportunity for an income assistance recipient. Training placements are full-time for a minimum of two months to a maximum of one year.

In 1983-84, 273 placements were authorized, with a program expenditure of \$540,506.

CHILD DAY CARE

The ministry participates in child day care through the parental subsidy program, day care support programs, day care start-up, expansion, repair and relocation grants, and the special needs day care program. The statutory authority for this participation is section 2, 5 and 22 of the GAIN Act and section 4(1), 28 and Schedules D and E of GAIN Regulations.

The objective of the Child Day Care Subsidy program is to assist eligible families to meet day care costs for children up to

and including age 12. The program is a support service to families enabling parents to prepare for or maintain employment and financial independence. It also provides relief to families during prolonged illness or other family crisis. Eligibility for assistance with the cost of fees is based upon the number of people in the family and total net income. The family must also meet social needs criteria as outlined in the GAIN Regulations and Canada Assistance Plan. The ministry can assist families with services in the following areas: licensed and unlicensed family day care; group day care; in-own-home day care; nursery school; out-of-school day care; and special needs day care.

The 1983-84 expenditure on subsidies was \$19,287,794. There was an increased use of in-own-home day care and nursery school programs this year. An average of 1,985 half-time and 8,170 full-time subsidies were given each month.

Day Care Support Programs

The ministry funded seven Day Care Support programs during 1983-84. Four of these are Family Day Care Support programs and are located in Abbotsford, Mission, Kelowna and Nelson. Services include recruiting, training and monitoring family day care homes with the objective of enhancing the quality and availability of family day care homes. The three other programs assist in the co-ordination of day care services at the University of British Columbia, Simon Fraser University, and the community of Prince George. During 1983-84, ministry funding for these seven programs totaled \$205,574.

Special Needs Day Care

The objective of the Special Needs Day Care program is to help children with special needs participate in day care programs through the provision of extra supports which address the child's specific needs. These programs offer specialized care, activities and supervision designed to assist the children to attain maximum social, emotional, physical and intellectual growth.

In 1983-84, the ministry contracted with 60 nonprofit societies to provide 1,058 specialized day care spaces in either

specialized or integrated day care centres. Ministry expenditures on contracts totaled \$5,246,534. Children in these specialized programs were fully subsidized since funding is provided on a program budget basis rather than on the basis of individual income testing and coupon subsidies. In addition, 128 special needs children were subsidized in family day care homes, group day care centres or nursery schools.

New programs were initiated in Ridge Meadows, Port Coquitlam and Vancouver. Some temporary contracts in Victoria and Kimberley were integrated with existing programs to meet needs in those areas.

Day Care Program Initiatives

The ministry developed a new way to support specialized day care in family day care homes. It is now able to contract with nonprofit societies to provide support for a set number of children in specified homes. This support may include the provision of extra staff as well as other specific costs which may be incurred in serving a child with special needs.

During 1983-84, the ministry encouraged the creation of 693 additional day care spaces by provided start-up and expansion grants, and preserved 1,466 day care spaces by providing emergency repair and relocation grants. These grants totaled \$394,985.

INFANT DEVELOPMENT PROGRAM

The Infant Development program is funded under the statutory authority of the GAIN Act (section 2). This program's objectives are intended to optimize the development of infants aged 0-3 years who exhibit significant developmental delay as a result of mentally or physically handicapping conditions. The program also helps parents develop positive and realistic expectations of their child's abilities and assists them in their role of encouraging their child's development. Services provided by professionally trained infant development workers through this home-based program include providing information and support to parents, designing individualized learning and activity programs for parents to implement, conducting specific developmental tests, and loaning relevant books, toys and other

resource materials to parents. The ministry also appoints members to sit on the provincial steering committee which acts in an advisory capacity to the minister and makes recommendations on program guidelines for new development.

The ministry funded 28 Infant Development programs in 1983-84. Expenditures were \$1,466,717. In addition, the ministry was able to provide funding, for the first time, to the Boundary Family and Individual Services Society which had initiated Infant Development services for Grand Forks and the surrounding area. A total of 2,498 infants received service during the year. This is an increase of 34 per cent over 1982-83 and reflects the impact of the 10 new programs which were initiated during 1981-82 and are now operating at full capacity. The total number of children served since the program was established 11 years ago is now 6,905.

ACHIEVEMENT CENTRES FOR THE HANDICAPPED

The Achievement Centres program is provided by authority of the GAIN Act (section 2) and GAIN Regulations (section 18). The program provides financial assistance to nonprofit societies that operate day programs designed to improve personal, social, or work-related skills of handicapped persons. The ministry pays a monthly subsidy based upon the number of participant hours of each centre. A transportation allowance is available to eligible handicapped persons to help with the costs of attending the programs.

During 1983-84, the subsidy per participant hour was \$1.26, and at year end 78 centres were in receipt of subsidies. The number of participants continued to be approximately 5,000, but overall participation time has increased. Capital grants were made to centres in Castlegar, Prince Rupert, Duncan, Courtenay, Victoria, and Armstrong to improve their facilities.

Expenditures on Achievement Centres in 1983-84 were \$7,315,864.

SELF-HELP SKILLS PROGRAM

Introduced in June 1983, this program for mentally retarded adults replaced the Community Living Skills Program. It is provided by authority of the GAIN Act (section 2). The program trains and

supports mentally retarded adults to enhance personal and social skills which increase functional competencies in everyday living. Subject to availability of funds, services may be purchased by contract from nonprofit societies or private individuals, or by enrolment in community college courses. The services may be provided on a one-to-one basis or to a group, whichever is more suited to the needs of the handicapped individual. Expenditures in 1983-84 on Self-Help Skills were \$2,637,168, and clients received approximately 219,764 hours of training and support.

COMMUNITY PROJECTS FUNDING

The Community Projects Funding program purchases services in the community from nonprofit societies. Services are those which complement and support ministry programs but which may not be within the scope of statutory services. The Community Projects Funding program operates under the GAIN Act (sections 2 and 5). Categories of projects which may be funded are family service projects, crisis centres, youth projects, services to the disabled, volunteer bureaus, and counselling/information services to low income groups.

Regional offices of the ministry are responsible for the initial screening of new applications as well as monitoring established projects. In 1983-84, a total of 185 community projects were funded through the program. Expenditures on community projects were \$6,004,385.

RESIDENTIAL SERVICES FOR THE MENTALLY RETARDED

The objective of Residential Care Services is to assist mentally retarded adults to live as independently as possible. The primary goal of the program is to provide people with a place to live, in their own community when possible, that will enhance their independence while meeting their specific needs.

Residential services for mentally retarded persons provide a range of facility types throughout the province. This enables retarded adults and their families to choose the type of residence that best meets their needs.

COMMUNITY RESIDENTIAL CARE

Residential services available to mentally retarded adults living in the community range from full personal care to counseling and support for independent living. The focus of each residential program is to assist the adult in achieving the greatest degree of independence possible.

This program operates under the statutory authority of the GAIN Act (section 2, subsections 1 and 2) and GAIN Regulations (sections 22, 24, 25 and schedule C). Standards of care are determined by the Community Care Facilities Licensing Act and Adult Care Regulations and Hospital Act (section 6).

Expenditures for Adult Residential Care in 1983-84 were \$22,700,449, an increase of approximately \$1.2 million over fiscal year 1982-83.

A continuing emphasis has been placed on the development of more independent living opportunities for mentally retarded adults in the community.

Many different program models have been designed to meet individual needs.

Group Homes

Group living for four to twelve adults is provided by nonprofit societies under contract with the ministry. Each program is uniquely designed to meet the particular needs of the residents.

Proprietary Boarding Residences

Privately operated commercial enterprises are funded on the basis of established rates related to the assessed level of care required by each individual. Homes for three or more residents must be licensed under the Community Care Facility Act.

Respite Care

Respite care provides for emergency or short-term respite periods of one to thirty days away from the adult's regular home environment.

Semi-Independent Living Programs

Nonprofit societies provide realistic in-home support to enable individuals and small groups to live with relative independence in the community. The level of

support provided varies according to individual need.

Training Centres

Three residential training centres operated by nonprofit societies provide vocational training for residents through programs averaging two years in length. The three centres are Beaver Lodge in Oliver, Endicott Centre in Creston and Variety Farm in Ladner.

Community Living Society

The Community Living Society assists the ministry in planning and establishing programs to facilitate the successful community placement of Woodlands residents. Administrative and program funding is provided by the ministry. In 1983-84, the ministry's expenditures for the Community Living Society were \$1,537,271; services were provided to 50 clients.

INSTITUTIONS

The three provincial institutions currently providing services to mentally retarded individuals are Glendale Lodge in Victoria, Tranquille in Kamloops and Woodlands in New Westminster.

In 1981, Cabinet approved in principle the continued development of decentralized services for mentally retarded persons. The commitment expressed at that time was to develop increasing supports and services in local communities and to eventually phase down the larger institutions.

The decision has been made to accelerate the development of community resources to increase the rate at which residents of the institutions move into the community.

Glendale

Glendale Lodge provides residential, assessment and training services for physically and mentally handicapped individuals from Vancouver Island and the Gulf Islands. Services provided include 300 long-term beds, 20 short-term beds, short-term training and comprehensive assessment services. In addition, Glendale provides a day program for physically and mentally handicapped persons in the Greater Victoria area. In conjunction with

the Ministry of Health and other professional groups interested in hearing programs, Glendale provides a screening assessment for persons with impaired hearing.

Glendale Lodge is operated by the Glendale Lodge Society, a nonprofit society registered under the British Columbia Societies Act. As part of Glendale Lodge, the society also operates three group homes in Victoria, accommodating 25 severely mentally retarded residents.

In the past year, the resident population has remained basically the same. Resident population of Glendale on March 31, 1984, was 298. Expenditures during 1983-84 were \$12,992,920.

Tranquille

Tranquille provides residential, assessment and training services for mentally retarded children and adults from the northern and interior regions of the province. Services at Tranquille are divided into four programs which emphasize preparation for community living.

In 1983-84, Cabinet announced the decision to close Tranquille by December 31, 1984 and to place residents, where feasible, in community resources. Ministry staff worked very closely with institutional staff, community associations and parents to develop individual plans for each resident, using community placements where possible.

The resident population decreased over the 1983-84 fiscal year, while expenditures increased. Resident population at Tranquille on March 31, 1984 was 315. Expenditures were \$14,252,524 in 1983-84.

Woodlands

Woodlands provides residential, training and treatment services to the regions of the Lower Mainland and North Coast.

The resident population at Woodlands continues to decline in accord with long-term planning. Of the 695 residents at year end, 93 per cent were adults, 80 per cent of whom were severely or profoundly mentally retarded.

A continuing emphasis was placed on the development of training programs for this more handicapped population. Basic

life-skills training programs, mobility training and communication programs were developed for many residents to augment existing programs. A new community-based day training program for Woodlands' adults was developed by the Simon Fraser Society for Mentally Handicapped People at year end. This program, accommodating up to 20 adults, is preparatory training for eventual placement into a community work setting.

Woodlands continued to provide, through outreach services, aid to mentally retarded individuals living in the community.

With Cabinet's approval in principle of the evolution of decentralized services, Woodlands has continued the development of community-based services for the mentally retarded, with the separation of Alder Lodge from Woodlands in April 1983.

Expenditures for Woodlands were \$32,656,605 in 1983-84.

Alder Lodge

Alder Lodge became independent of Woodlands on April 1, 1983. It now falls under the jurisdiction of Region 19.

Alder Lodge is a specialized resource in the system of services for the mentally retarded and serves the Lower Mainland regions of the Ministry of Human Resources. Alder Lodge is a fifty-bed facility providing residential, prevocational and outreach services for mentally retarded individuals whose needs cannot be met by services provided in their home communities.

Alder Lodge works with individuals and agencies to assist the development of appropriate services for residents and other mentally retarded persons in the community. Alder Lodge provides consultative services to other agencies in developing and monitoring services to the retarded in Region 19, utilizing community-based services.

To help residents return to their home community, Alder Lodge maintains close working relationships with a variety of community agencies and resources such as Douglas College, Second Step, Ridge Meadows Society, Simon Fraser Society and Woodlands.



SECTION V

**Income
Assistance**

INTRODUCTION TO PROGRAMS AND SERVICES

Income Assistance programs and services are authorized under the Guaranteed Available Income for Need (GAIN) Act. The GAIN Act provides for a variety of financial and social services aimed at providing a basic standard of living, and assisting persons in need to become independent and self-supporting.

Income Assistance programs and services are administered through district offices. Eligibility for benefits is based on an objective measurement of an applicant's needs and financial circumstances. To protect the rights of individuals applying for assistance, the ministry has an appeal process. A ministry appeal kit is available to inform applicants of the appeal process.

Income assistance is provided through two types of GAIN programs: GAIN Income Assistance and GAIN Supplementary.

GAIN Income Assistance programs include basic GAIN cases, cases where one or more recipients is aged 60-64, and children living in the home of relatives (CIHR) who receive income assistance on the child's behalf.

GAIN Supplementary programs are divided into three separate plans, each of which provides assistance to families where one or more members qualifies for financial assistance from programs other than GAIN Income Assistance.

GAIN INCOME ASSISTANCE

GAIN Income Assistance provides financial assistance to eligible recipients to help meet basic living expenses. Income assistance consists of a shelter variable, determined partly by the family's actual shelter costs, and a support allowance. Monthly benefit levels are based on family size.

Income assistance is intended as temporary financial help in a time of need. Ministry policies encourage employable clients to seek independence. Policies provide support to assist clients toward self-sufficiency. Monthly benefits are available to eligible people, aged 19 to 64, 53 per cent of whom require assistance for three months or less.

During 1983-84, the ministry maintained the income assistance rates at 1982-83 levels to protect core assistance

programs for the most needy. There was a continuing demand for income assistance benefits from people awaiting processing of unemployment insurance benefits.

In 1983-84, income assistance caseloads increased 16.4 per cent from the 1982-83 levels. As of March 31, 1984, the total income assistance caseload, including the 60-64 group and the CIHR cases, was 127,417, up from 112,780 on March 31, 1983. The expenditure for GAIN Income Assistance, including GAIN for Handicapped benefits and Supplementary GAIN benefits, was \$744,106,530.

PROGRAM INITIATIVES IN 1983-84

The ministry has a program to help people in the event of a civil emergency, such as a flood, fire or earthquake. The ministry provides essential emergency social services to victims of a disaster. For example, following the mud slide at Lion's Bay, lodging was quickly and efficiently secured for 120 people.

Stage 1 of the on-line computer system for GAIN programs was completed in 1983-84. Computer terminals are now in operation in most of the ministry's district offices.

SUPPLEMENTARY GAIN

Supplementary GAIN provides assistance to families under three separate plans. One covers families where one or more members qualifies for GAIN for Handicapped benefits, another covers families where one or more recipients is over 65 and does not qualify for federal Old Age Security (OAS) benefits, and the third covers families where one or more members is over 65 and qualifies for OAS and other family members qualify for benefits under other programs, or income assistance.

As of March 31, 1984, the ministry provided supplementary GAIN to 18,604 cases.

GAIN FOR HANDICAPPED

GAIN for Handicapped benefits are provided to eligible applicants between the ages of 18 and 64 who meet financial eligibility requirements in terms of assets and other income. Applicants must also have their physician, or a specialist where appropriate, submit a report confirming

that the disability is permanent and remedial therapy will not significantly lessen the disability. The individual must require extensive assistance to manage normal daily functioning or require unusual and continuous monthly expenditures to meet his needs.

The ministry continues to provide ongoing medical benefits for handicapped recipients who obtain employment. Handicapped clients who cannot remain in the work force may resume receiving GAIN for Handicapped benefits upon terminating their employment.

On March 31, 1984, 16,264 people were receiving GAIN for Handicapped benefits.

OTHER SERVICES AND BENEFITS

Under the provisions of GAIN legislation, many supplementary benefits are available to income assistance recipients who qualify.

A School Start-Up Allowance is provided to families with dependent children to help meet extra costs at the start of the school year. In 1983-84, this allowance was increased over the 1982-83 rates, from \$25 to \$28.50 for children age 6-11 inclusive, and from \$38 to \$43 for children age 12 and older. Cost for this benefit in 1983-84 was \$1,408,752.

A Christmas Supplementary Allowance of \$20 for a single person and \$50 for a family was available in the month of December. This allowance totaled \$3,745,814 in 1983-84.

The ministry continued to make funds available to enable handicapped individuals and children of income assistance recipients to attend recognized summer camp programs. Expenditures for camp fees were \$274,750 in 1983-84.

When a recipient is without assets, income, or other resources to meet an emergency, the ministry may provide additional assistance in the form of a Crisis Grant. Expenditures for 1983-84 Crisis Grants were \$2,621,628.

A maximum allowance of up to \$20 per month may be provided to a recipient to meet extraordinary dietary requirements. In 1983-84, \$1,145,342 was expended to help meet these requirements.

A Natal Allowance of up to \$25 per month may be granted to a recipient who is

pregnant. In 1983-84, \$1,097,096 was expended in Natal Allowances.

A handicapped recipient who requires the assistance of a registered guide dog is entitled to receive an additional allowance of up to \$35 per month.

Where a deceased person has no estate, relatives or other persons able to assume responsibility, the ministry will provide payment of burial or cremation costs. In 1983-84, 523 funerals cost \$645,995.

A Comforts Allowance of up to \$50 per month may be provided to recipients in special care facilities to meet personal needs. A monthly average of 3,211 people received this allowance; the 1983-84 expenditure was \$2,389,927.

Eligible recipients may retain a portion of their job earnings to assist with work-related expenses. Policy allows for an earnings exemption of up to \$50 per month for a single person and up to \$100 per month for a single handicapped person or a person with dependents.

In special circumstances, where such a move would improve employment opportunities, recipients may be assisted with the cost of returning to their home province or country of origin. In 1983-84, this assistance totaled \$105,567.

ADULT RESIDENTIAL RESOURCES

The ministry provides funds to registered nonprofit societies for the development and operation of emergency shelters (transition houses) and single persons' hostels.

Emergency shelters provide temporary room and board for women and children in a period of transition who require income assistance. In 1983-84, the ministry provided funding for 29 emergency shelter facilities and five Safe Homes. Expenditures in 1983-84 were \$2,514,830.

Single persons' hostels provide short-term accommodation to people seeking employment. In 1983-84, the ministry provided funding for 27 hostels at a cost of \$2,616,480.

Some facilities, which offer treatment for people with alcohol- and drug-related problems, were jointly funded with the provincial Alcohol and Drug Commission of the Ministry of Health. Expenditures were \$931,231 in 1983-84.

MINISTRY INSPECTORS

The Ministry Inspectors program operates under the statutory authority of the GAIN Act. Ministry Inspectors investigate alleged fraud and recommend procedures to prevent its occurrence. In the most serious cases, court action is undertaken. Where possible, overpayments fraudulently obtained are recovered through out-of-court settlements.

In 1983-84, 8,517 allegations were investigated, an increase of 34 per cent over 1982-83. There were 205 charges laid involving 305 individual counts. Value of recoveries made, ordered or agreed to, totaled \$1,734,544. Additionally, 1,763 settlements were negotiated without court action, totaling \$1,495,539.

HEALTH CARE SERVICES

Health Care Services Division provides quality health care for eligible income assistance recipients through basic coverage under the Medical Services Plan of British Columbia. The services are provided under the statutory authority of GAIN Regulations (section 29).

Health care services include medical, dental, optical and ancillary services. Medical transportation and special needs services may also be provided.

The following people are eligible for health care coverage through the ministry:

- People eligible for GAIN for Handicapped benefits;
- Unemployable recipients of income assistance and their dependents;
- Single parents receiving income assistance and their dependents;
- Children in the home of relatives who receive GAIN benefits on their behalf;
- Low income families with children needing specialized treatment or medical supplies on a time-limited basis.

The Health Care Services Division provides ministry district office staff with information on available health care services. The division retains medical and dental specialists for consultation.

As of April 1, 1983, the ministry assumed responsibility for meeting co-insurance charges for income assistance clients requiring hospitalization. At the same time, the ministry re-assumed responsibility for providing all dental services required by its eligible clients.

Basic dental services had been covered by the Dental Care Plan of B.C. administered by the Ministry of Health during the period from January 1, 1981 to March 31, 1983.

Ministry expenditures for Health Care Services in 1983-84 were \$33,398,164.

SECTION VI

Pharmacare

PHARMACARE

The Pharmacare program operates under the authority of the Guaranteed Available Income for Need (GAIN) Act (section 30), and attempts to remove the major expense burden for prescribed benefits from individuals or families in British Columbia.

This objective is accomplished through full or partial payment of costs incurred for prescription drugs and other designated benefits of the program.

Pharmacare administers four plans, each benefiting a different group of people. While benefit items are identical within the plans, eligibility and degree of assistance vary.

GROUP 1 Full payment is made by Pharmacare direct to the supplier on behalf of:

- Individuals holding a valid Pharmacare card issued on the basis of age (65 years of age or older) and residency (Plan A);
- Individuals resident in a licensed long-term care facility (Plan B);
- Individuals and dependents eligible for the Ministry of Human Resources Medical Benefits Program (Plan C).

GROUP 2 Universal Pharmacare

Partial government assistance is provided on behalf of every British Columbian not covered in Group 1 who is registered with Medical Services Plan of British Columbia. Those receiving fully-paid benefits from union or employer-sponsored plans, or from the Department of Veteran Affairs, the Department of Indian and Northern Affairs or Workers Compensation, will continue to be covered by those programs. The annual deductible was increased from \$125 to \$175 in January 1984.

Pharmacare may provide payment or reimbursement for therapeutic medications which are reasonably prescribed by a physician, dentist, or podiatrist. Those medications must be included in Schedule A, Part 1, and Schedule A, Part 3, Division 2, of the British Columbia Pharmacists' Act. In addition, Pharmacare covers syringes for diabetics, ostomy supplies, and designated permanent prosthetic appliances.

The 1983-84 expenditures for this program were \$106,573,295.

SECTION VII

**Services to
Seniors**

INTRODUCTION TO PROGRAMS AND SERVICES

The Ministry of Human Resources delivers a variety of programs for senior citizens to support and enhance their independence, well-being and health. Services recognize the special needs of seniors and assist them to meet as many of their own needs as possible, while promoting greater use of community resources.

GAIN FOR SENIORS SUPPLEMENT

This program operates under section 2 of the Guaranteed Available Income for Need (GAIN) Act and provides a guaranteed minimum income to those seniors in receipt of the federal government's Old Age Security, Guaranteed Income Supplement and Spouses' Allowance.

Persons eligible for the GAIN for Seniors benefit are paid automatically, based on federal pension information supplied by the Old Age Security Division of Health and Welfare, Canada.

Total GAIN for Seniors recipients as of March 1984 were 47,922. Expenditures for this program in 1983-84 totaled \$18,205,417.

SAFER

The SAFER program operates under the Shelter Aid for Elderly Renters Act. It provides direct cash assistance to Old Age Security recipients living in rental accommodation to assist with the payment of rent.

SAFER benefits equal 75 per cent of the amount by which rent exceeds 30 per cent of the applicant's total income. The maximum monthly rent that could be claimed for SAFER benefits was \$330 for a single person and \$365 for a couple in 1984.

To be eligible for SAFER, applicants must be 65 years of age or older, renting a principal residence, and paying more than 30 per cent of their income toward rent. In addition, applicants (or their spouse) must have resided in British Columbia for two years immediately prior to application or for five continuous years at any time in the past.

Total SAFER recipients on March 31, 1984 were 10,020 and total program expenditures for 1983-84 were \$8,881,566. As a result of increases in the various pension benefits, fewer people received SAFER benefits in 1983-84. However, as a

result of increased rents, program expenditures grew.

BUS PASSES

This program operates under the GAIN Act, section 3(a) and (c) and the Ministry of Human Resources Act and provides subsidized bus passes to aid and encourage the mobility of eligible low income senior citizens and recipients of GAIN for Handicapped benefits. Ministry of Human Resources bus passes enable the holder to travel without payment of fares on the local transit system in his area of residence.

Administrative costs and a subsidy to the transit authorities for each pass issued are borne by the ministry through contracts with the Capital Regional District, the Greater Vancouver Regional District and B.C. Transit. The ministry pays the local transit authorities a subsidy of approximately half the regular user fee for each bus pass issued.

Bus pass applicants must be residents of British Columbia, 65 years or older, who are in receipt of the Federal Guaranteed Income Supplement and/or GAIN for Seniors Supplement; or 60 years or older, who are in receipt of GAIN benefits; or under 65 years of age and in receipt of GAIN for Handicapped benefits.

As of January 1, 1984 the bus pass cost applicants \$24.

As of December 31, 1983, 33,623 individuals held bus passes. The net expenditure for 1983-84 was \$4,283,813.

SENIOR CITIZENS COUNSELLORS

Senior Citizen Counsellors work as volunteers in their own communities providing help and advice to seniors. Services include advice on government programs, referral services, transportation to medical appointments and many other types of assistance.

Counsellors are appointed on recommendations from regional managers and usually have been involved in community work before retirement. Counsellors submit monthly reports for out-of-pocket expenses and may be reimbursed for up to \$100 per month.

On March 31, 1984 there were 193 Senior Citizen Counsellors volunteering in British Columbia. Program expenditures for the 1983-84 year totaled \$195,350.

SECTION VIII

Legislation

LEGISLATION

The Ministry of Human Resources administers the following legislation:

Ministry of Human Resources Act, RSBC 1979, Chapter 274.

This act establishes the jurisdiction of the Ministry of Human Resources over all matters relating to social and public welfare and income assistance.

Guaranteed Available Income for Need Act, RSBC 1979, Chapter 158, and Regulations (BC Regulation 479-76) and Amendments.

This act and its regulations provide for essential financial assistance and social services for eligible individuals and families. The social services include day care, homemaker services, residential care, counselling and rehabilitation services.

Adoption Act, RSBC 1979, Chapter 4, and Regulations (BC Regulation 278-78) and Amendments.

The purpose of this act is to provide the same rights and privileges for adopted children as for children born to parents in a family.

Child Paternity and Support Act, RSBC 1979, Chapter 49.

This act provides the mothers of children born out of wedlock with the rights to obtain financial support for the children from the fathers.

Family and Child Service Act, SBC 1980, Chapter 11.

This act provides protection and care for children who are neglected, abused, abandoned, or living without proper supervision or guardianship.

Human Resource Facility Act, RSBC 1979, Chapter 185, and Regulations (BC Regulation 586-76) and Amendments.

This act and its regulations authorize provincial grants to nonprofit organizations for the development of residential facilities or centres for children, disabled persons, and senior citizens.

Community Resource Board Act, RSBC 1979, Chapter 58.

This act empowers the government to establish Human Resource and Health Centres where provincial income assistance programs, social services, and health services may be administered by boards composed of local citizens.

Social Workers Act, RSBC 1979, Chapter 389, and Regulations (BC Regulation 45-69).

This act permits the government to establish the Board of Registration for social workers.

Shelter Aid for Elderly Renters Act, RSBC 1979, Chapter 385, Regulations and Amendments.

This act provides for payment of monthly cash assistance to eligible residents of the province who receive Old Age Security benefits and pay rent.

Residence and Responsibility Act, RSBC 1979, Chapter 364.

This act requires municipalities to contribute to the costs of specific social assistance programs for persons in need.